

**DEPARTMENT OF HEALTH SERVICES**

714 P STREET

P.O. BOX 942732

SACRAMENTO, CA 94234-7320

(916) 654-8076



December 24, 2001

MMCD All Plan Letter 01006

TO:                   [X] Geographic Managed Care (GMC) Plans  
                      [X] Two-Plan Model Plans  
                      [X] County Organized Health System Plan (COHS)  
                      [X] Medi-Cal MIS Coordinators

SUBJECT: 2002 MANAGED CARE PLAN (MCP) MED/FAME CUT-OFF AND  
PROCESSING SCHEDULE

The purpose of this letter is to provide you with the Managed Care Plan (MCP) Medi-Cal Eligibility Database Systems/Fiscal Intermediary Access to Medi-Cal Eligibility (MEDS/FAME) Cut-Off and Processing Schedule. The Schedule covers from December 2001 through January 2003. Also included is an updated outline of MCP's FAME Responsibilities.

These cut-off dates and timelines are established by the Department of Health Services (DHS), Information Technology Services Division (ITSD) and are critical to ensure timely processing of eligibility files and data. When applicable, it is imperative that all enrollments and disenrollments by any media (tape/diskette/hardcopy) be received on a weekly basis by DHS. Medi-Cal MCP contractors need to adhere to the enclosed cut-off dates and timelines in order to allow adequate processing time.

In addition to the MEDS cut-off dates, the enclosed schedule lists the run dates for the monthly MEDS/FAME Renewal processes and mail dates for miscellaneous tapes and listings (system generated reports).

If you have any questions regarding this matter, please contact your contract manager or Roy Johnson, Chief of Systems Support Unit at (916) 651-6639.

Sincerely,

A handwritten signature in cursive script that reads 'Cheri Rice'.

Cheri Rice, Chief  
Medi-Cal Managed Care Division

Enclosures

## MANAGED CARE PLAN/FAME RESPONSIBILITIES

January 2002

All medical Medi-Cal Managed Care Plans (MCPs) will be responsible for keeping the California Department of Health Services (DHS), Medi-Cal Managed Care Division informed of any Plan changes as described below.

### 1. NOTIFICATION/REQUEST PROCESS

- A. MCPs must notify the Medi-Cal Managed Care Division's Systems Support Unit (SSU) by fax (916-654-7248) of any MCP/FAME changes prior to the 15<sup>th</sup> of any given month. This receipt deadline is in order to meet the Department's Information Technology System Division's (ITSD) processing timeline to have the change effective within 45-60 days. It is requested that MCPs send the original copy of their notification (which includes the original signature of person authorized to submit change) to their assigned Contract Manager. Examples of MCP/FAME changes for which notification must be given are, but not limited to: MCP/FAME MIS Coordinator name change, address and phone numbers changes, tape pick up or distribution changes, etc.
1. Please include the following MCP information in the faxed notification:
- Plan Name;
  - Plan Code(s) (Specify all 'Active' Plan Codes);
  - Plan Mailing Address for Tapes, if applicable;
  - FAME/MIS Contact (Name, Phone/Page/Fax Numbers and E-mail Address);
  - FAME/MIS Backup Contact (Name, Phone/Page/Fax Numbers and E-mail Address);
  - List of Name(s) or Person(s) Picking Up Tapes; and
  - The nature of the MCP/FAME change.
- B. The Medi-Cal Extranet for State HealthCare (MESH) allows for the electronic transmission of eligibility information between MCPs other than County Organized Health Systems and DHS. To request access to the MESH, a MCP must submit, through their assigned Contract Manager, a formal written request and a completed MESH Request form. (Note: Please fax a copy of the request to SSU, 916-654-7248.) Once this request is received, it is then forwarded to Electronic Data Systems (EDS) who then incorporates the requested information into a separate contractual agreement with the MCP for this service.

The MESH is tentatively scheduled to convert to the Medi-Cal web site February 2002. Access to the web site can be obtained through the same process as described above for MESH. Timelines, schedules, **and** contacts will not change or be affected by this conversion. Also, Plans who currently receive their FAME files from the Health and Human Service Data Center (HHSDC) will not be affected by the MESH conversion to the Medi-Cal web site.

1. Please include the following MCP information in the written request:
- Plan Name;
  - Plan Address (both mailing and billing);
  - Primary Contact (Name, Phone/Page/Fax Numbers and E-mail Address);
  - Technical/Backup Contact (Name, Phone/Fax Numbers and E-mail Address);
  - Name and Title of person who will sign the MESH Contract (e.g., CEO, Executive Director, CIO, etc.)
2. Month end Eligibility files will be available to plans on the MESH (or web site) by 5:00 p.m., the day after FAME renewal. MCPs are to wait until 5:00 p.m., and then, if your file is not available, please contact the following EDS staff in the sequence below. (Note: Please allow 30 minutes for a call back before moving on to the next contact):
- Monday – Friday 8-5  
Sandi Ansman 916/636-1297 or Terri Collard 916/636-1296
  - Evenings/Weekends  
Gabriel Leal 916/636-1094 office 916/569-9904 pager  
Jennifer Huynh 916 636-1137 office 916/569-9968 pager  
Steve Finnigan 916/636-1951 office

*Please note that daily files are available on the MESH.*

MANAGED ~~CARE~~ PLAN/FAME RESPONSIBILITIES

January 2002

C. Mailing Addresses:

Attn: Chief, Systems Support Unit  
CA. Department of Health Services  
MMCD/Systems Support Unit  
714 P Street, Room 523  
PO Box 942732  
Sacramento, CA 94234-7320  
916/654-7248 (FAX)

Attn: (*Contract Manager*)  
CA Department of Health Services  
MMCD/Plan Management Branch  
714 P Street, Room 993  
PO Box 942732  
Sacramento, CA 94234-7320  
916/654-6260 (FAX)

Attn: (*Contract Manager*)  
CA Department of Health Services  
Office of Long Term Care  
18003<sup>rd</sup> Street, Room 205  
PO Box 942732  
Sacramento, CA 94234-7320  
916/322-8619 (FAX)

2. REPORTS/LISTINGS

- A. Reports/Listings will be mailed as per the attached schedule (MCP Report Mail Date) via Golden State, unless other arrangements are made, for receipt 3 days after the specified mail date.

3. TAPE PICK-UP AND DISTRIBUTION

Currently, some entities receive tapes with miscellaneous information to assist in claims processing. Also, should the MESH (or web site) be unavailable, the Department as a contingency will produce eligibility tapes. The following process must be followed by MCPs when obtaining tapes in person:

- A. Plans must have a designated person(s) on file with the Department before tapes will be released by ITSD. Please refer to Section 1.A. and C.
- B. Tapes will be made available for pick-up after **1:00 P.M.** on the specified date listed on the MEDS/FAME Cut-Off Processing Schedule, under the column labeled 'Misc Tape Mailed Dates'. You may telephone ITSD in advance to confirm that your Plan's tape(s) has arrived by calling 916/324-0507.
- C. Tapes **must** be picked up by **4:30 p.m.** or they will be mailed out by the following workday.
- D. Tape problems should be reported to the FAME Processing Technician. The MEDS Control Hot Line Phone Number (916-324-0507) can be used for any other problems related to MEDS.
- E. Should the MEDS/FAME Cut-Off Schedule fall on a weekend or holiday, you may contact the MCP or FAME Representative listed below for any questions: (Please allow 30 minutes for a response.)

Maggie Thomas, FAME Processing..... pager 916/819-3437  
Jerry Carlson, MCP (MEDS) Processing..... pager 916/981-0654  
MEDS Control Hot Line..... 916/324-0507

- F. The tape pick-up is located at:

CA. Department of Health Services  
Information Technology Services Division-  
Data Guidance Unit  
700 North 10<sup>th</sup> Street, Room 202  
Sacramento, CA 95814

**MANAGED CARE PLAN/FAME RESPONSIBILITIES**  
**January 2002**

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**4. DHS SECURITY CHECK-IN**

A. Please follow the steps below when you visit the Department of Health Services:

- Check-in at Security desk to obtain Visitor Badge.
- Notify the Security Guard that a package is to be picked up from the ITSD technician on the 2nd Floor, Room 202.
- If you are denied access without an escort, have the Security Guard call 916/324-0507, and someone will be made available to escort you to the 2nd Floor, Room 202.
- Unescorted, go to Room 202.
- Knock on door for entry.
- Identify yourself and inform the person that you are here to pick-up tape(s).
- Go to the front counter.
- A Tape Pick-up Log will be located on the counter. The representative must **print** and **sign** their name and indicate the time **of** pick-up on the Tape Pick-up Log for their specific **plan(s)**. (NOTE: ITSD will complete the Pick-Up Date, Plan Name/Brief Description, and the Time the Tape was Made Available.)
- All tapes **must** be returned to ITSD within 30 days from the date of receipt and indicate the person to whom the tapes are to be returned, which is noted on the transmittal. (*To eliminate tape fees and unnecessary DHS staff time for monitoring outstanding tapes, it is essential that all tapes be returned promptly.*)
- Please return all DHS tapes to:

Attn: (*Noted on the Transmittal*)  
CA. Department of Health Services  
Information Technology Services Division-Data Guidance Unit  
700 North 10<sup>th</sup> Street, Room 202  
Sacramento, CA 95814

12/21/2001

MANAGED CARE PLAN (MCP)/FAME CUTOFF/PROCESSING  
SCHEDULE FOR 2002 - 2003

PROCESS MONTH	MONTH OF ELIGIBILITY	MCP HARD COPY (MCP To MMCD by Noon) (MMCD to ITSD by 3:00 PM)	MCP Tape Input (MCP To ITSD by 300 P.M.)	MEDS RENEWAL (Monthly Process By 4:00 PM)	FAME RENEWAL	Disk & MESH FILE AVAILABLE (MESH no later than 5:00 PM) Disk for DMC/HCP MCP, COHS)	MISC TAPE MAILED DATES (For COB, COHS, HCP) (Tapes by 5:00 PM Pick-up after 1:00)	MCP REPORT MAIL DATE (Receipt within 3 Days)	RECON PROCESS	RECON DISK FILE Available (For DME/HCP & COHS)	RECON BIC FILE Sent
Dec-01	Jan-02	(Mon) 12/17/01	(Thu) 12/20/01	(Sat) 12/22/01	(Sun) 12/23/01	(Mon) 12/24/01	(Mon) 12/24/01	(Wed) 12/26/01	(Sat) 12/01/01	(Sat) 12/01/01	(Mon) 12/03/01
Jan-02	Feb-02	(Fri) 1/18/02	(Tue) 1/22/02	(Thu) 1/24/02	(Fri) 1/25/02	(Sat) 1/26/02	(Mon) 1/28/02	(Tue) 1/29/02			
Feb-02	Mar-02	(Fri) 2/15/02	(Tue) 2/19/02	(Thu) 2/21/02	(Fri) 2/22/02	(Sat) 2/23/02	(Mon) 2/25/02	(Tue) 2/26/02			
Mar-02	Apr-02	(Fri) 3/19/02	(Fri) 3/22/02	(Mon) 3/25/02	(Tue) 3/26/02	(Wed) 3/27/02	(Wed) 3/27/02	(Thu) 3/28/02	(Sat) 3/01/02	(Sat) 3/01/02	(Mon) 3/03/02
Apr-02	May-02	(Thu) 4/18/02	(Fri) 4/19/02	(Tue) 4/23/02	(Wed) 4/24/02	(Thu) 4/25/02	(Thu) 4/25/02	(Fri) 4/26/02			
May-02	Jun-02	(Fri) 5/17/02	(Tue) 5/21/02	(Thu) 5/23/02	(Fri) 5/24/02	(Sat) 5/25/02	(Tue) 5/28/02	(Tue) 5/27/02			
Jun-02	Jul-02	(Wed) 6/19/02	(Fri) 6/21/02	(Mon) 6/24/02	(Tue) 6/25/02	(Wed) 6/26/02	(Wed) 6/26/02	(Thu) 6/27/02	(Sat) 6/01/02	(Sat) 6/01/02	(Mon) 6/03/02
Jul-02	Aug-02	(Fri) 7/19/02	(Mon) 7/22/02	(Wed) 7/24/02	(Thu) 7/25/02	(Fri) 7/26/02	(Fri) 7/26/02	(Mon) 7/29/02			
Aug-02	Sep-02	(Fri) 8/16/02	(Wed) 8/21/02	(Fri) 8/23/02	(Sat) 8/24/02	(Sun) 8/25/02	(Mon) 8/26/02	(Tue) 8/27/02			
Sep-02	Oct-02	(Wed) 9/18/02	(Fri) 9/20/02	(Mon) 9/23/02	(Tue) 9/24/02	(Wed) 9/25/02	(Wed) 9/25/02	(Thu) 9/26/02	(Sat) 9/07/02	(Sat) 9/07/02	(Mon) 9/09/02
Oct-02	Nov-02	(Fri) 10/18/02	(Tue) 10/22/02	(Thu) 10/24/02	(Fri) 10/25/02	(Sat) 10/26/02	(Mon) 10/28/02	(Tue) 10/29/02			
Nov-02	Dec-02	(Tue) 11/19/02	(Wed) 11/20/02	(Mon) 11/25/02	(Tue) 11/26/02	(Wed) 11/27/02	(Wed) 11/27/02	(Mon) 12/02/02			
Dec-02	Jan-03	(Wed) 12/18/02	(Fri) 12/20/02	(Mon) 12/23/02	(Tue) 12/24/02	(Wed) 12/25/02	(Thu) 12/26/02	(Fri) 12/27/02	(Sat) 12/07/02	(Sat) 12/07/02	(Mon) 12/09/02
Jan-03	Feb-03	(Fri) 1/17/03	(Wed) 1/22/03	(Fri) 1/24/03	(Sat) 1/25/03	(Sun) 1/26/03	(Mon) 1/27/03	(Wed) 1/29/03			

Outlined above is the production schedule for MESH. BIC transmit process is on a daily basis Mon-Sat, between the hours of 6:00pm - 12:00am. The exact transmission will occur due to the MEDS Recon schedule. If you have any questions contact MEDS Control at (916) 324-0507.

Plans must ensure that MMCD has a current address on file for receipt of Medi-Cal Extranet for change, a letter to the SSU at

(916) 654-7248.

State Holidays:

January 1, 2002 ..... New Year's Day  
January 21, 2002 ..... Martin Luther King  
February 12, 2002 ..... Lincoln's Birthday  
February 18, 2002 ..... Washington's Birthday  
April 1, 2002 ..... Cesar Chavez Day  
May 27, 2002 ..... Memorial Day  
July 4, 2002 ..... Independence Day  
September 2, 2002 ..... Labor Day  
October 14, 2002 ..... Columbus Day  
November 11, 2002 ..... Veterans Day  
November 28 & 29, 2002 ..... Thanksgiving and Day After  
December 25, 2002 ..... Christmas Day  
January 1, 2003 ..... New Year's Day

MESH users please **NOTE:** Implementation of the MESH Conversion to the Internet (Medi-Cal web site) is tentatively scheduled for February 2002. This conversion will not affect any of the schedules and timelines outlined above.

December 24, 2001

bcc: Robert P. Pierson, Chief  
Office of Medi-Cal Dental Services  
11155 International Drive, Bldg. C  
Rancho Cordova, CA 95670

Vivian Auble  
Acting Chief  
Third Party Liability Branch  
Payment Systems Division  
591 North 7<sup>th</sup> Street, 2<sup>nd</sup> Floor  
Sacramento, CA 95814

Maridee Gregory, M.D., Chief  
Children's Medical Services Branch  
Primary Care & Family Health Division  
8/350

Jan English, Chief  
Medical Review Branch  
Audits and Investigations  
591 N. 7<sup>th</sup> Street, 1<sup>st</sup> Floor  
Sacramento, CA 95814

Winston Mesaku, Chief  
Medical Review Branch – San Francisco  
Audits and Investigations  
185 Berry Street, Room 280  
San Francisco, CA 94107

Janet Olsen-Coyle, Chief  
Headquarters Management Branch  
Payment Systems Division  
9800 Old Winery Place  
Sacramento, CA 95827

Ted Spelis, Chief  
Health Care Options Section  
Payment Systems Division  
3130 Kilgore Road, Suite 101  
Sacramento, CA 95670

Mickey Richie  
Local Liaison  
Executive Office  
8/1253

December 24, 2001

bcc: Laura Blank, R.N., MSN, CNS, Chief  
Office of Clinical Policy Quality Management Branch  
Medi-Cal Managed Care Division  
81950

Wesley Ingram, Chief  
Data & Research Section  
Medi-Cal Managed Care Division  
8/950

Carolyn Pierson, Chief  
Plan Management Branch  
Medi-Cal Managed Care Division  
81993

Luis Rico, Chief  
Plan Monitoring/Member Rights Branch  
Medi-Cal Managed Care Division  
81650

Vickie Orlich  
Acting Chief  
Policy & Program Development Branch  
Medi-Cal Managed Care Division  
81650

Olmedo Correa, Chief  
Administrative & System Support Section  
Medi-Cal Managed Care Division  
81523

Roy Johnson, Chief  
Systems Support Unit  
Medi-Cal Managed Care Division  
81523

Sue Lyle  
Systems Support Unit  
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81523

Debbie Johnson, Chief  
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December 24, 2001

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